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ABSTRACT

The report, submitted to the Illinois State Library, covers the period July 1, 1973 through June 30, 1974. Included in it are: (1) a list of the board of directors and other representatives of the system, (2) a list of the head librarians at each of the branch libraries, (3) a list of the system staff and the heads of individual system-wide projects, and (4) a narrative of the year's activities including comments on system administration and service growth and activity. (DC)

ED100291

September 30, 1974

TO: Representatives and Head Librarians, member libraries
North Suburban Library System

FROM: Robert R. McClarren, System Director, NSLS
5814 Dempster Street, Morton Grove, IL 60053
Telephone: 967-5400

Enclosed is a copy of the narrative report entitled "Seventh Annual Report, the North Suburban Library System ... For the Period, July 1, 1973 - June 30, 1974", which was prepared by the System Director for inclusion in the System's annual report to the Illinois State Library.

(The other items in the report submitted to the State were: the completed statistical form; report of audit; office equipment inventory; copy of the contract with the Evanston Public Library for provision of the Interlibrary Loan Service; job descriptions, the current salary schedule and organization chart; and Bylaws and Plan of Service, NSLS. These items are on file at the System office and are available for inspection by anyone who wishes to examine them.)

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enc.

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SEVENTH ANNUAL REPORT

THE NORTH SUBURBAN LIBRARY SYSTEM

5814 DEMPSTER STREET

MORTON GROVE, ILLINOIS 60053

U.S. DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
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FOR THE PERIOD

JULY 1, 1973 - JUNE 30, 1974

INTRODUCTION

This report is prepared on behalf of the North Suburban Library System for submission to the Illinois State Library, as required by law, and is distributed for information to the members of the Board of Directors, NSLS and to the representatives, head librarians, and staff members of member libraries. The period of the report is July 1, 1973, through June 30, 1974, the end of the seventh fiscal year in which the System was operational and the eighth year since the System's organization.

Robert R. McClarren
System Director

September, 1974

REPRESENTATIVES
NORTH SUBURBAN LIBRARY SYSTEM

1973-74 [1]

BOARD OF DIRECTORS

President	Seymour Nordenberg	Glencoe
Vice President	Mrs. Diana Hunter	Skokie
Secretary	Mrs. Meyer Gunther	Wilmette
Treasurer	Robert Maxwell	Libertyville
	Mrs. Carl E. Davis	Evanston
	Fred N. Graf	Glenview
	Edward Griffin	Morton Grove
	Eugene Grosman	Northbrook
	Mrs. Josephine Leonard	Wheeling
	Robert Lyons	Schaumburg
	Gerald A. McElroy	Palatine
	Leon Naffziger	Zion

OTHER REPRESENTATIVES

	William Paul Batdorf	Des Plaines
	Mrs. Henry J. Becker	Elgin
	Mrs. Daniel Carey	Barrington
	Mrs. Edward Davidheiser	Arlington Heights
	Walter Dobbins	Ela
	Norman Drummond	Waukegan
	Robert Fleming	Elk Grove
	Mrs. James Flood	Warren-Newport
	Mrs. Paul Frederick	Lake Bluff
	Anthony Gaddini	Prospect Heights
	Martin Hodes	Niles
	William Kapheim	North Chicago
	Joseph Lawlor	Lake Forest
	Mrs. Helen Lyman	Fox Lake
	Mrs. John Mengel	Winnetka
	Mrs. Mary Palmer	Highland Park
[2]	John W. A. Parsons	Mount Prospect
[2]	Thomas Parfitt	Deerfield
	Delbert Rumpel	Fremont
	Mrs. John Semple	Rolling Meadows
[2]	John Snow	Dundee
	Clifford Wells	Park Ridge

[1] As of June 30, 1974

[2] In lieu of designation of a Representative the Systems' Bylaws provide that the President is considered to be the Representative.

HEAD LIBRARIANS

MEMBER LIBRARIES, NORTH SUBURBAN LIBRARY SYSTEM

1973-74[1]

Library	Librarian
Arlington Heights	[2] Frank J. Dempsey
Barrington	Mrs. Freda Stahl
Deerfield	[2] Mrs. Suzanne Whetstone
Des Plaines	Wm. J. Wiman
Dundee	Paul Mechtenberg
Elgin (Gail Borden)	Mrs. Edna Holland
Elk Grove Village	[2] Miss Mary Clark
Evanston	Donald E. Wright
Fox Lake	Miss Marie Lang
Glencoe	Thomas Forte
Glenview	Peter Bury
Gurnee (Warren-Newport)	Mrs. Joan Wilts
Highland Park	Joseph Pollock
Lake Bluff	Mrs. Ann Beck
Lake Forest	Mrs. Louise Kasian
Lake Zurich (Ela)	Mrs. Joy Kennedy
Libertyville (Cook Memorial)	Fred Byergo
Morton Grove	Mrs. Joan Stewart
Mount Prospect	Mrs. Mary Jo Hutchings
Mundelein (Fremont Township)	Mrs. Dorothy Grosse
Niles	Francis Allen
Northbrook	[2] Richard Combs
North Chicago	Mrs. Mary Robinson
Palatine	Ms. Andrea Balcken
Park Ridge	Alden P. Wilson
Prospect Heights	[5] Mrs. Marjorie Borland
Rolling Meadows	[5] Mrs. Gene Good
Schaumburg Township	Michael Madden
Skokie	[3] Miss Mary Radmacher
Waukegan	Miss Ruth Gregory
Wheeling (Indian Trails)	[4] Kenneth Swanson
Wilmette	[5] Mrs. Dorothy Hasse
Winnetka	Ms. Joan Harris
Zion	Mrs. Alice Hall

[1] As of June 30, 1974
[2] Member, Executive Committee, Regional Library Advisory Council
[3] Chairman, Regional Library Advisory Council and Executive Committee
[4] Secretary, Regional Library Advisory Council and Executive Committee
[5] Acting Librarian

SYSTEM STAFF
NORTH SUBURBAN LIBRARY SYSTEM
1973-74[1]

Robert R. McClarren	System Director
Robert W. Bullen	Administrative Services Librarian
Elliott E. Kanner	Resources Coordinator
(Vacant)	Information Librarian
(Vacant)	Reference Librarian
(Vacant)	Assistant Reference Librarian
Oswald W. Lowery	Assistant Reference Librarian
Miss Rose Marie P. Jostock	Senior Secretary
(Vacant)	Reference Secretary
Mrs. Rita Glass	Assistant Secretary (Order)
Mrs. Arlene Blass	Assistant Secretary (Correspondence)
Mrs. Lillian Wagner	Assistant Secretary (Correspondence)
Mrs. Lotte Stricker	Assistant Secretary (Bookkeeping)
Russell S. Magnuson	Delivery Supervisor
Richard Hein	Driver
Kendall Mitsuoka	Driver

PROJECT PLUS

Barbara Gerard	Field Librarian
Mary Gaither	Bookmobile Librarian
Hildegard Gilly	Bookmobile Driver and Clerk
Lynne Butler	Librarian (Vernon Area)
Thomas Sievers	Library Assistant and Bookmobile Driver (Vernon Area)
Theresa Kwiatt	Library Assistant (Vernon Area)
Carl Drummond	Bookmobile Driver

[1] As of June 30, 1974

ANNUAL REPORT
NORTH SUBURBAN LIBRARY SYSTEM

July 1, 1973 - June 30, 1974

An Inventory of Basics

On June 28, 1974, the North Suburban Library System (NSLS) marked its eighth birthday and the completion of another year in which continued growth in the community of libraries which is the System was evident. At the end of the year, for the first time in NSLS history, all the public libraries (34) in the area were members of the System, a record of wholeness established when the Highland Park Public Library, and the newly established Ela Area and Warren-Newport Libraries joined the System. In addition, 8 (47%) of the 17 academic libraries, and 16 (26%) of the 62 special libraries in the area are affiliate members of the System, with access to the System's interlibrary loan service (reciprocally) and to selected other NSLS programs. Late in the year the plan for the extension of affiliate status to the libraries in the public and private elementary and secondary schools was authorized, with the implementation announced for September.

The official population of the NSLS as of June 30, 1974, was 1,244,426. Of this population, 1,132,432 (91%) is served permanently by a public library. Of the remaining 111,994 persons who do not live in the area of an NSLS library, 47,887 (3.8%) are temporarily served by service demonstration projects conducted by System libraries (2 serving 8,589) or are to be served by demonstrations planned for 1974-75 (3 serving 39,298). By this calculation, 64,107 (5.2%) presently are without service or planning for such service. There was no increase in the area assigned to the System (739.4 sq. miles).

Parenthetically, much credit for the recent development of library service in previously unserved areas goes to the far-sighted, dedicated, and energetic citizen groups and libraries which, with the NSLS, have taken advantage of the State Libraries' Federally funded Project Plus program. The goal of the Project Plus program (Promoting Larger Units of Service) is the permanent establishment of library service in an area through a demonstration of quality service followed by a referendum for creation of a library of adequate size or the annexation of the area to an existing library of adequate size. Since the Niles Public Library received a Project Plus grant in 1972, 9 other grants have been given. Eight referenda have been held to date, with 7 passing and permanent service being established for 66,401 people through the creation of 3 new libraries and annexation to 3 existing libraries. (Niles Public Library has had 2 separate successful Project Plus projects.) Two other libraries are serving 8,589 in the demonstration phase of a Project Plus, and applications from 3 other libraries for service to 39,798 are in preparation. To date these System libraries have been granted, or foreseeably will be granted, a total of $1,004,480 from the State Library for Project Plus projects and $125,520 from the System in direct grants for materials. In addition the System has or will provide significant indirect costs in the form of legal, public relations, election and advisory service. The book resources of the 34 NSLS public libraries totaled 2,663,678 volumes, and the total circulation was 8,255,708, increases respectively of 318,368 (13.6%) and 978,653 (13.4%) over 1972-73. The total operating expenditures were $10,103,347 (an average of $8.81 per capita for the population served by NSLS libraries) as compared with last year's $8,428,999 ($8.21 per capita).

In terms of full-time equivalents (FTE), exclusive of maintenance personnel, the total staff of the NSLS libraries was 696 persons. (In 1973, the FTE staff total was 633.) The head librarians of 33 of the 34 NSLS libraries were graduates of

an American Library Association accredited library school; in addition, 93 other graduate librarians (FTE) were employed in the member libraries. (Last year 29 head librarians of the then 31 libraries were graduate librarians, and there were 91 other graduate librarians.) In addition the System staff numbers 10 professional librarians (9 on NSLS and 1 on the Suburban Audiovisual Service payroll) and 29 other employees (13 on NSLS payroll and 6 on the SAVS payroll).

In 1973-74, the System received from the regular state grant (on the basis of 70¢ per capita and $25 per square mile) a total of 884,570. Expenditures for operations in the fiscal year of 1973 were $705,539. At the end of the year, the System had balances and reserves for various purposes of $949,273. Of this amount, $728,326 was committed to the construction of a System Center, now underway, and $220,947 is reserved for operating the System during the first three months of the fiscal year when the release of the new fiscal year's appropriations may be delayed.

System Administration

Board of Directors, North Suburban Library System. Under the Presidency of Seymour Nordenberg, the Board of Directors, NSLS, met 10 times during the year and for the first time since the establishment of the System Center in 1967, held meetings in member libraries. These were the November, 1973, and March, 1974, meetings, held respectively at the Schaumburg Township and Northbrook Public Libraries. The August and December meetings were cancelled. Committees of the Board which were active during the year were the Building, Bylaws and Policies, Employee Benefits, Legislative, Nominating, Planning and Program, and Trustee Training Committees.

Regional Library Advisory Council (RLAC). The RLAC, whose membership consists of the Head Librarian of each member public library, met 2 times in 1973-74 with its Executive Committee meeting an additional 8 times. In May 1974, the Children's Librarians were accepted for affiliation with the RLAC under the newly developed bylaws provision for special group status. Michael Madden was the Chairman for the year ending December 31, 1973, and Miss Mary Radmacher, Chairman for the year beginning January 1, 1974. RLAC Committees which were active in 1973-74 were the Bylaws, Continuing Education, Legislative Network, Local History, Nominating and Plan of Service Committees. In addition, at the request of the System Director, members of RLAC were appointed to work with the System's Resources Coordinator in planning the expansion for the Coordinated Acquisitions Program, and 4 other RLAC members were appointed to a committee also chaired by the System's Resources Coordinator for the purpose of studying the System's role in the provision of library service to the blind and physically handicapped. Also appointed to assist the System in the development of long range plans using the CIPP model (Context, Input, Process, Product) were 4 other public librarians.

System Personnel. On June 30, the staff on the payroll of the NSLS numbered 7 professional (with 3 vacancies), 1 para-professional and 11 support staff (6 secretaries and 5 drivers, with 1 secretary vacancy). Of these, 3 professionals, 1 para-professional and 3 support staff were employees in the federally funded library demonstrations. Sorely felt losses, by resignation, in the professional staff were Margaret Keefe, System Reference Librarian, Edna Lohr, Asst. Reference Librarian, and William Larsen, Information Librarian.

Service Growth and Activity

Interlibrary Loan Service (ILS). During the year 1973-74, the ILS received 32,043 requests from NSLS libraries for books to be borrowed on interlibrary loan, and filled 28,268 (88.2%). This was an increase of 3,249 (11.3%) requests over the

previous year, and a slight increase (1.4%) in the percentage filled. In filling these requests, NSLS member libraries (other than the headquarters library), filled 11,560 (36.1%); the Evanston Public Library (the NSLS headquarters library) filled 8,107 (25.3%); Research & Reference Centers (other than the Chicago Public Library), 6,478 (20.2%); the Chicago Public Library, 1,213 (3.8%); the System's collections in the Interlibrary Loan or in the System Center 338 (1.0%); and other libraries, 572 (1.8%). At year's end, the union catalog of holdings of member libraries (acquisitions since January 1, 1968) contained an estimated 342,779 titles, including almost 13,000 new additions this year.

Central Serials Service (CSS). During the report year, CSS received 10,721 requests to supply periodical articles, an increase of 1,471 (15.9%) over the previous year. Of this year's requests, a total of 8,433 (78.7%) were filled.

In addition to providing primary service to the NSLS constituency, the CSS gives secondary service to other systems in the Chicago metropolitan area. On June 30, 1974, CSS held 12,108 reels of microfilmed periodicals and newspapers representing 851 serial titles and 19,103 serial volumes. Holdings also include 469 "hard-copy" titles representing a total of 1,250 volumes. During the past year, in addition to extending basic holdings of indexed periodicals, both in depth and in number of titles covered, CSS has added particularly significant titles in the fields of crafts, hobbies, nursing, and technology.

Coordinated Acquisitions Program (CAP). As of June 30, 1974, 8 NSLS libraries housed specialized subject collections under the System's CAP Program. The expansion of CAP to include additional subject areas is under active consideration, with a System Committee reviewing the program and recommending the direction of future development. Despite limited funding, the 8 existing permanent centers continued substantial growth during the year, with the collections totaling 29,607 volumes, an increase of 10,655 over the previous year, divided as follows: Art (Evanston) 3,823; Architecture (Northbrook) 1,300; American and English Literature (Skokie) 6,250; Business & Economics (Schaumburg) 8,000; Current Social Conditions (Waukegan) 3,750; Education (Arlington Heights) 2,966; Health & Domestic Science (Glenview) 2,109; and Philosophy & Psychology (Morton Grove) 1,409. In addition, the Niles Public Library, though not a direct part of the CAP, provides service as the center for the System's collection of 334 framed art reproductions.

Reciprocal Borrowing Program (RBP). At the year's end, with the 34 members of the System participating in the RBP, the total number of books borrowed was 312,062 (an increase of 57,947 or 18.6% over 1972-73). Of this number, 137,163 (44%) represented loans made by individual libraries, in excess of the number of books borrowed by registered users of those libraries, and for which reimbursement from System funds at the rate of 50¢ per loan was authorized.

Included in the RBP figure above are 76,591 loans to registered borrowers from the Chicago Public Library (CPL) with which System the NSLS also has a reciprocal borrowing agreement. (Last year's comparable figure was 49,189.) Figures on loans by CPL to NSLS patrons in the same period are not yet available.

Suburban Audio Visual Service (SAVS). During the 1973-74 fiscal year, the Suburban Audio Visual Service (SAVS - the jointly owned Audio Visual Service of the North Suburban Library System and the Suburban Library System) circulated 22,359 films to NSLS libraries. This was a 7.4% increase in film circulation over the previous

year, and accounted for 49.96% of the SAVS bookings.

The size of the film collection also increased from 2,694 prints to 3,077 (up 15%). As in the previous year, the greatest number of films was used by patrons in their homes (32%); other users were libraries (20%), churches, clubs and hospitals (approximately 10% each) and industries (2%). The place of showing was unlisted for 16%. Several new services initiated last year proved popular and vigorously used throughout the region: -- commercial film rental, AV equipment pool, and a recordings collection. Continuing the trend from last year, there was a heavy use of rented feature films; member libraries may now save up to 55% of the regular rental cost through selection from a large catalog which has recently been made available. Other audio visual equipment housed for member library use includes 16 mm. motion picture projectors, phono-tape cassette players, film strip projectors, and overhead projectors. Added this year were casette program equipment which may be used for tape-slide production by member libraries. A large collection of more than 8,000 classical, spoken word, and historical recordings was readied for circulation. An agreement worked out during the year also provides NSLS with 50% ownership of a strong, growing audio visual reference collection which directly serves research needs of member libraries, and handles referrals via the System Reference Service. In addition to the previously established contracts with DuPage and Starved Rock Library Systems for SAVS film service, an entirely new contract basis was established with the Starved Rock Library System, under which phonograph and cassette record service is supplied to them. Finally, SAVS also continued its very successful workshops in the NSLS area, covering the maintenance of sound reproduction equipment, projector technique, and programming aspects of audio visual materials.

System Reference Service (SRS). The relocation of the SRS from the Chicago Public Library to the Skokie Public Library at the close of the last fiscal year resulted in a temporary curtailment of the reference service. Two of the three professional staff members and the reference service secretary resigned as a result of the move, and restaffing was not completed as of June 30, 1974. Dr. Elliott Kanner, Resources Coordinator, was designated the interim head of the Service (in addition to his other duties), and with the major contribution of the remaining reference librarian, Oswald Lowery, a service was continued. The addition of Miss Tina Roose as a second reference librarian, effective with the beginning of the new year, promises to be a welcome assistance.

In 1973-74, SRS received 619 questions, a decrease of 1058 (63%) from the previous year. Of these, 573 (92.5%), were answered, 15 referred to other sources, 37 unanswered, and 18 cancelled. These figures naturally reflect the hiatus caused by Service's move. Typical of the questions which SRS was able to handle from information sources available at and from the new location were:

"What brand of cigar did Churchill smoke?"
"Who invented the spitoon?"
"Who decided on the designations of monthly flowers, and of other commemorative items for birthdays, anniversaries, etc.?"
"How to make fuel out of trash"
"Plans for building a house utilizing solar energy"
"How to rope a bed"
"How to make the Yugoslav relish known as ajvar?"

Pioneer Cooperative Computer On-line Circulation System. After a lengthy study, including the use of two independent, outside consultants (Barbara Markuson, formerly of the Library of Congress, and Audrey Grosch, of the Bio-Medical Library, University of Minnesota) the System entered a contract on behalf of 6 NSLS libraries with Computer Library Services, Incorporated, for the purchase and installation of an on-line computerized circulation system, the LIBS 100. The system, which cost $140,500, was financed by the NSLS, with the provision that the libraries in the group --- Cook Memorial, Glencoe, Northbrook, Warren-Newport, Wheeling, and Zion --- pay back their respective share of the equity and initial operation expenses to the System over a 5 year period. This cooperative venture appears to be the first of its kind in the country; in this activity a group of independent libraries are sharing and operating a common on-line circulation system. The System, through its Interlibrary Loan Center in the Evanston Public Library, will have on-line access for interlibrary loan purposes to the system's stored bibliographic data. The System is expected to be operational by early 1975. Plans are also underway for the eventual tie-in of a similar, but independent installation in another NSLS library, the Gail Borden Public Library, Elgin, and with other CLSI installations at the Illinois State Library and in other Illinois library systems.

New Measures of Library Effectiveness Project. Continuing the System's interest in the development and application of the pioneering "New Measures of Library Effectiveness" as developed by Rutgers University's Bureau of Library and Information Science Research for the American Library Association, a series of workshops was initiated in March. (In 1972 the Morton Grove, Northbrook and Waukegan libraries conducted a pilot test of the use of New Measures.) At the first of these, Dr. Ellen Altman, professor of library science at the School of Librarianship, University of Toronto presented the basic concept and data gathering techniques. Following this workshop during the week of May 6th, 28 NSLS libraries collected data in the selected areas of in-house and out-house circulation and the amount of use and degree of utilization of equipment and facilities.

The data collected by these NSLS libraries is being included in a larger project to be undertaken by the Library Research Center, University of Illinois, and also involving the Illinois State Library and the American Library Association. Following the processing of the NSLS data, a second workshop will be scheduled to review, analyze, and evaluate the data.

The System Center Building Project, Another Phase. The year 1973-74 saw the NSLS closer to realizing its long-in-planning project for a permanent System Center building to be located on the previously purchased site in Wheeling, Illinois. Program and design for the building were approved, a maximum project cost for the 22,000 square foot structure of $886,493 was authorized, and a Federal construction grant (under the provisions of Title II, Library Services and Construction Act) for $207,298 was requested and approved by the Illinois State Library. On March 25, 1974, construction contracts in the total amount of $708,460 were accepted (general, A. W. Heinson & Co., Mundelein, $451,165; electric, Carey Electric Construction, Inc., McHenry, $99,005; heating, ventilating, and air conditioning, American Piping Corporation, Chicago, $84,850; and plumbing, DiPietro Plumbing Corporation, Deerfield, $73,440.) Plans then were filed with the Village of Wheeling for a building permit, but at the end of the year the permit, for reasons known only to Village officials, was not forthcoming.

Miscellany. The System loaned the Winnetka Public Library $1250 to be used as matching funds for the securing of a similar amount from the Illinois State Bicentennial

Commission. This money is for the completion of a project to prepare and publish indices to the names of persons appearing in Illinois county histories. The loan is to be repaid from the sales of the publication. (A similar loan was made last year to the Warren-Newport Library for the publication of Edward S. Lawson's The Early History of Warren Township, which was due for release early in 1974-75.)

Library Legislation Day, 1974, saw 60 trustees, librarians, and friends from 18 NSLS libraries travel by chartered bus and private cars to visit the Illinois General Assembly, a state-wide exhibit of intertype library activities of systems, and a banquet at which legislators were guests and Governor Walker was a speaker.

For the sixth year, the NSLS, together with the DuPage and Northern Illinois Library Systems, and the Illinois State Library, participated in the management of the Illinois Library Materials Processing Center, Rockford. The ILMPC provides cataloging and other technical processing services at economical cost to any Illinois public library or system wishing to use the Center's services.

The future of the Children's Book Examation Center, housed and serviced by the Schaumburg Township Public Library, and having a relatively low use record, was the subject of continuing attention by the System staff and the Children's Librarians group. At present, by action of the NSLS Board, any System funds for the Center are to be discontinued December 31, 1974, unless there is a significant increase in the Center's use.

During the year, the Illinois Regional Library Council, a voluntary multi-type library planning and project initiation activity serving the Chicago Metropolitan Area, and of which NSLS is a member, devised an improved area interlibrary delivery service. In this service, which consists of coordinating the schedules and providing for carriage by the independent delivery services of the University of Illinois Circle Campus, the John Crerar Library, and the NSLS and other suburban systems, all area libraries and the University of Illinois, Urbana, are linked in a 24 hour service. The NSLS serves as the distribution point between the suburban systems and the U of IC-Crerar services.

And next year --- Among the anticipated activities --- in addition to the continuing and regular activities of the System --- to be undertaken during 1974-75 are efforts to develop a long range plan for the System according to the CIPP model, participation in establishing a permanent home for the now project-funded Illinois Regional Library Council, study of the possible addition of the Associated College of the Midwest's periodicals bank to the System's similar Central Serials Service, development of a service supporting local library efforts for serving the blind and physically handicapped, consideration of a project to develop/test local library capacity to be a local campus of an open university and other independent study activity, and development of means to make the use and collection development of library s resources in the NSLS public library and affiliate members more effective.